

# IBMhq Test Case Execution Report

**Test Case Name:**Close Incident - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-10 11-02-40

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
8	7	1	Fail	5

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A navigation menu is open on the left, showing options like Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is active, showing a list of incidents. The incident details for '200810-000001' are displayed, including fields for Status (Open), Assigned (Agent Access > Sys Agent), Disposition ([No Value]), Contact ([No Value]), Organization Name, Product ([No Value]), and Category ([No Value]). The interface also shows a search bar, a reference number, and various icons for navigation and actions.

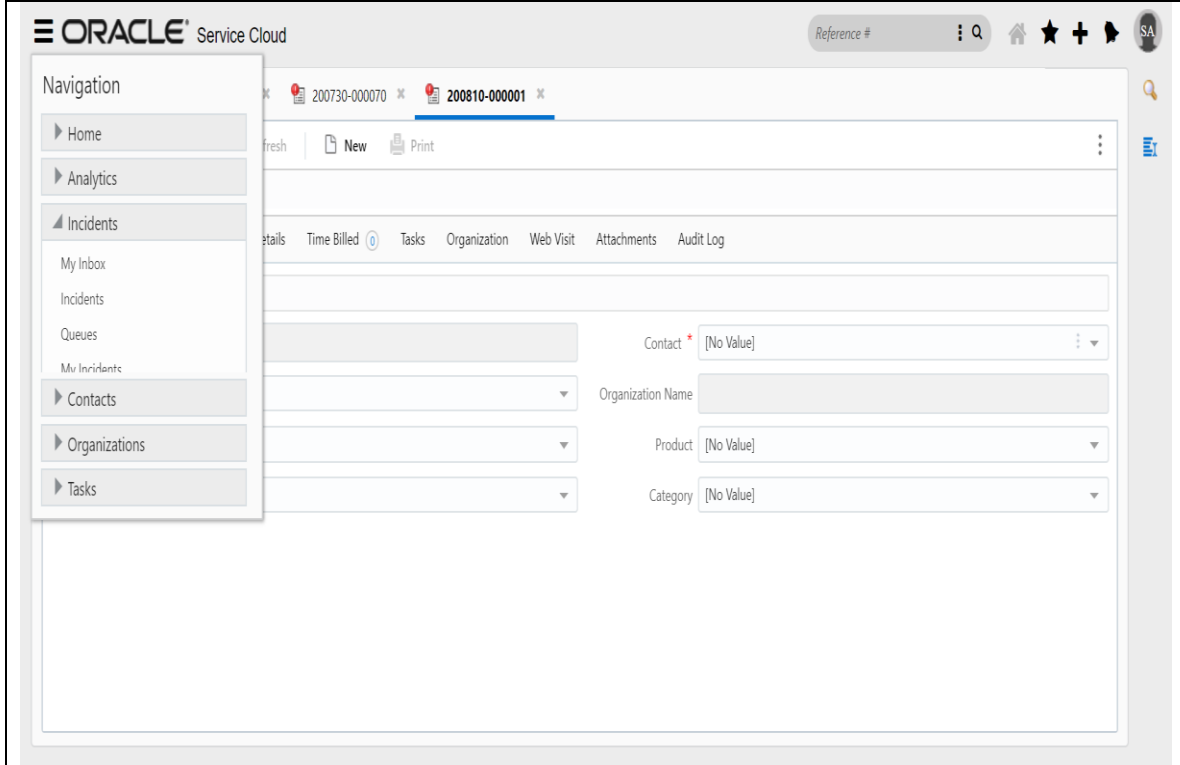
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: null

Status: Fail

**ORACLE** Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

200810-000000 ✕ **Incidents** ✕ 200730-000070 ✕ 200810-000001 ✕

🔍 Search 🔄 Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📁 Assign 📁 Propose 📁 Fill Inbox ✕ Delete 📌 Bookmark ⋮

### Incidents

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076
Covid 19 Migrant Issue for Jalil Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002104
Covid 19 Migrant Issue for Arshad Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002015
Covid 19 Migrant Issue for rajendar prashad yadav	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002035

989 Records

